Federal Parent Locator Service

Query Interstate Cases for Kids Pilot System

QUICK User's Guide

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TABLE OF CONTENTS

PURPOSE OF THIS DOCUMENT

This document is designed to provide information for the users of the Query Interstate Cases for Kids (QUICK) Pilot System so they can effectively use the application.

Part 1.0, “Introduction,” contains background on how QUICK originated, information on the pilot and evaluation of the system, provisions for data security, how QUICK works, and what you need to use the system. It also contains information on how to gain access to QUICK, how to navigate within QUICK, as well as a general introduction to the structure of QUICK windows.

Part 2.0, “Searching for Financial Information in QUICK Windows,” contains specific instructions for conducting searches in QUICK, as well as a description of each window that presents financial information. Also included are definitions of the data elements and their composition.

1.0 INTRODUCTION

In 2002, the Federal Office of Child Support Enforcement (OCSE) formed the Interagency Data Access Workgroup to identify ways to assist interstate caseworkers in handling their cases more effectively by improving state-to-state information sharing. The workgroup was composed of 21 initial members, chosen for their expertise in the child support program. Members included state and federal policy, program, and systems leaders, including representatives from 11 states. The outcome of the workgroup's efforts is the Query Interstate Cases for Kids (QUICK) Pilot System, which provides child support enforcement personnel with real-time access to financial and basic case information.

1.1 Background

Currently, states are limited in their ability to electronically exchange financial data. Workers must try to contact other states via traditional methods, e.g., fax, e-mail, phone, or mail to obtain current information on a case. These methods are time consuming, inefficient, and responses are rarely received in time to meet the need. Representatives from many states indicated that having the ability to view data/information from another state in real time would facilitate and significantly improve the sharing of case data.

The workgroup examined interstate communication and electronic data sharing issues and found that:

- The inability to communicate financial data quickly is a major barrier to effective interstate case processing

- Timely information on cases and support orders is also important.

Having verified that access to financial information was the major priority for workers, the workgroup determined that financial data would be the first information offered in a real-time environment. The concept was to start small, obtain feedback and experience, and then add other groups of data.

Financial terminology varies considerably from state to state. Recognizing that standardized data definitions would help to ensure a common language for all data exchanges, the workgroup researched financial and payment-related records from states and developed a uniform format and definitions for financial data elements to be displayed in QUICK.

1.2 Pilot Testing

The QUICK pilot is planned for a six-month period beginning in fall 2005. A group of states has volunteered to participate in the pilot and others will join as they complete the necessary programming.

During the pilot, a limited amount of financial data will be shared. As the project moves forward, other groups of data are planned for addition to QUICK, specifically case activities and support order information. States participating in QUICK will present financial data according to the standardized data definitions and in a prescribed format. States are responsible for the provision of data and the presentation of the QUICK information displayed for their state.

The purpose of the pilot is to:

- Provide states with a secure interface to access and view information from other states
- Facilitate communications through use of standard data definitions
- Present information in a format with a similar "look and feel" in each state
- Provide caseworkers with an electronic tool that allows them to view information in real-time
- Reduce errors and the need for using other communication means to request data (e.g., phone, fax, e-mail, mail)
- Provide a quick method for caseworkers to respond to client issues
- Improve the quality of customer service and satisfaction.

1.3 Evaluation

The focus of the pilot is to test the effectiveness of QUICK to assist workers in managing interstate cases. Therefore, worker feedback is an essential component of the evaluation. For this reason, each QUICK user will be required to complete a feedback form before beginning to use the system. Another questionnaire will be completed at the conclusion of the pilot.

In addition to testing the effectiveness of real-time access to interstate information, the pilot will address the appropriateness of the technical solution used to support the application. Statistics on system availability, response time, and usage will be monitored for this purpose. Participating states have agreed in advance to provide information for evaluation.

1.4 What You Need to Use QUICK

QUICK is a case-based system. Because it is case-based, you must have not only your state's case ID for the case in question, but also the other state's case ID. Without both IDs, you cannot search in QUICK. Section 2.1, "Requesting Case Information," contains additional information on requirements for case IDs.

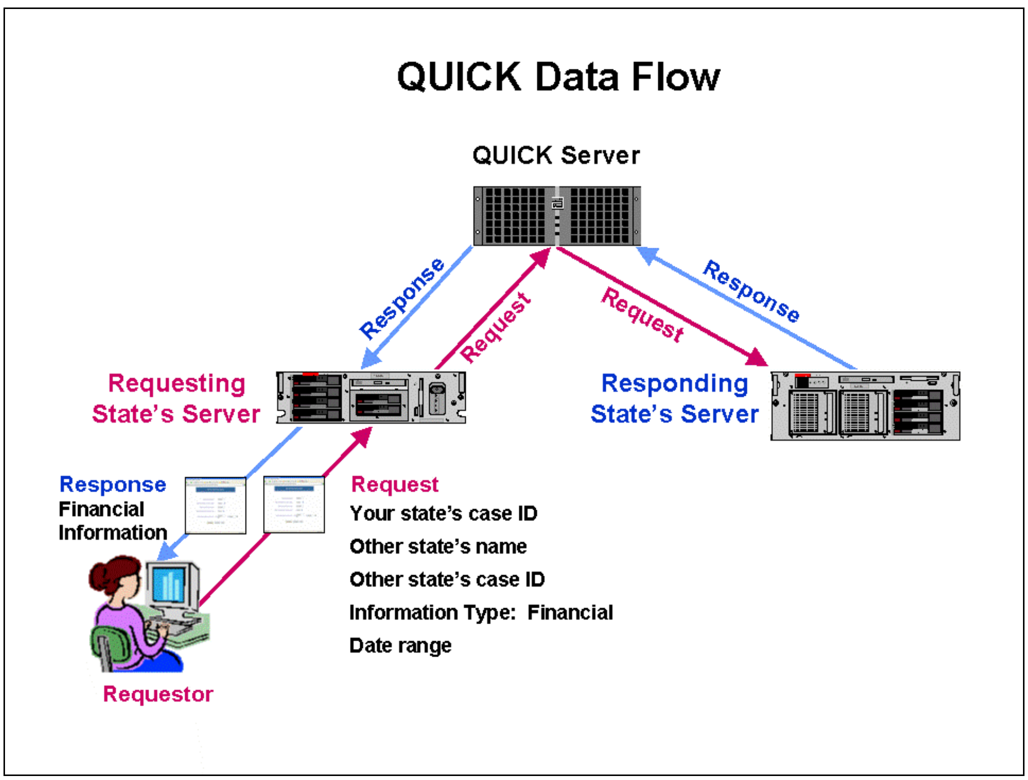
1.5 How QUICK Works

The QUICK data flow is carried out behind the scenes by computer servers in your state, at OCSE, and in each of the other participating states. Despite the fact that there are a number of steps in the process, the time from initiating a request to receiving a response is a matter of seconds. Here are the steps:

1. From your PC, you log on to a server in your state with an assigned user name and password.
2. After the server recognizes your identity, you can then enter the QUICK system and fill out a case request. (The first time you open the QUICK system, you need to complete the QUICK Pilot User Feedback form.)
3. Your request goes from your PC to your state's server, which sends the request to the QUICK server at OCSE.
4. The QUICK server then forwards your request to the server of the state from whom you requested information.
5. The responding state returns a response to the QUICK server, which forwards the data to your state's server.
6. Your state's server then sends the response to your PC.

Figure 1-1 illustrates the QUICK data flow.

Figure 1-1: How QUICK Works



1.6 Security

Protecting the personal data of child support case participants is a critical priority. The design of the QUICK system has incorporated a number of safeguards.

- **Closed Network**: The data is transferred over a closed network – the OCSE Network. Since the network is *not* connected to the Internet, Internet users have no access to the data, and therefore no opportunities to "hack" the system.

- **Data Encryption**: Data transmissions are encrypted with the Secure Socket Layer (SSL) protocol, which is widely used to protect confidential data, such as your credit card number when you make a purchase online.

- **Authentication**: All users must be authenticated via their states. This means that each participating state assigns user names and passwords to its authorized users for secure access to QUICK.

- **Transaction Audits**: All user transactions are logged, so that a history of interactions with the system is maintained. Using this history, state administrators can trace and identify unauthorized attempts to gain access to the system.

- **System Timeout**: To ensure security of the data being displayed, there is a system timeout after 30 minutes of inactivity. At 25 minutes, the system issues a warning indicating that a timeout will occur in 5 minutes.

1.7 Logging On and Off of QUICK

Since user authentication occurs at the state level, your state administrator will be able to advise you of the process for logging on to QUICK. Logon methods will vary from one state to another, so specific logon instructions are not contained here.

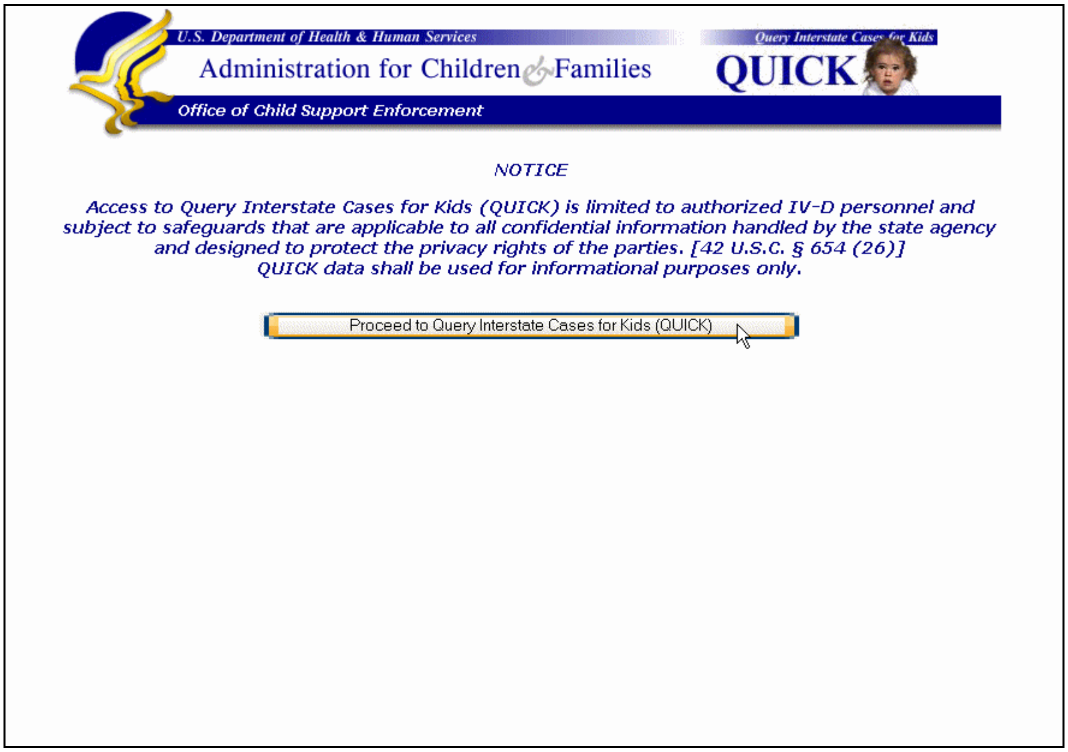
1.7.1 LOGGING ON

To log on to QUICK:

- Following instructions from your state administrator, log on with your user name and password. When you have completed your state's logon procedure, the QUICK Welcome window appears.

Note: If you lose your user name or password, contact your state administrator.

Figure 1-2: QUICK Welcome Window



All QUICK windows contain a notice regarding the confidentiality of information available via QUICK. The notice also indicates that the data shall be used for informational purposes only.

Note: The display of QUICK windows in your browser may differ slightly from those shown in this guide, depending on the browser you are using. If you need assistance, contact your local network administrator.

1.7.2 INITIAL FEEDBACK QUESTIONNAIRE

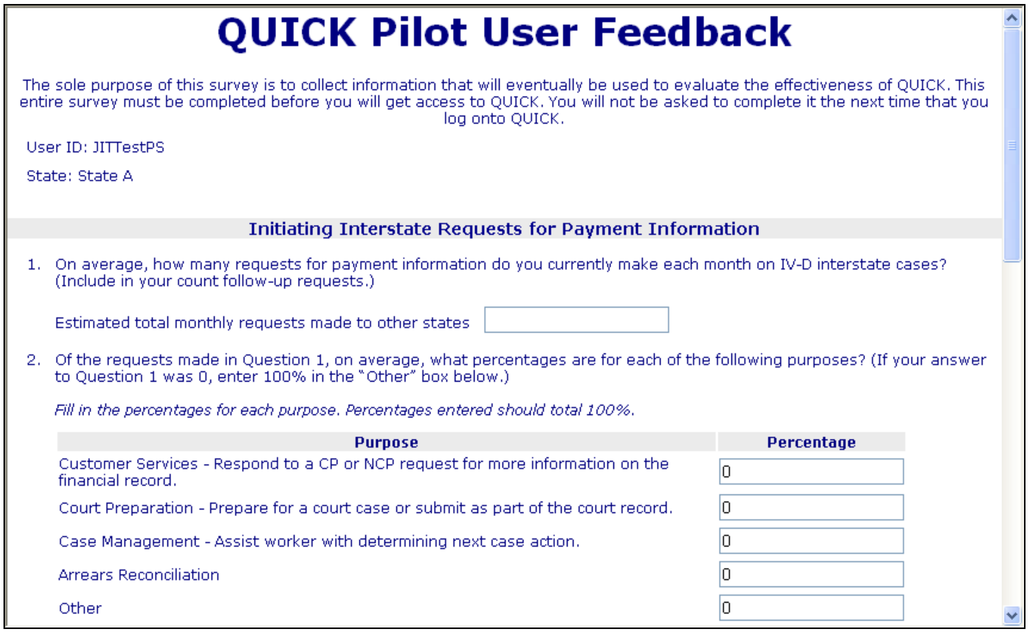
Evaluating the effectiveness of QUICK is an important part of the pilot. All users participating in the pilot will be required to respond to a short list of questions to enable OCSE to collect some baseline data. The information gathered will be evaluated during the pilot period and compared to responses provided by users at the conclusion of the pilot.

The QUICK Pilot User Feedback form is the first window that appears after you enter the system. You must answer all the questions on the feedback form in order to view data in QUICK.

This form only needs to be completed one time. If you submit the form with incomplete answers, or the requested percentages do not equal 100%, an error message will appear and corrections need to be made before entering the QUICK system.

The form is illustrated in Figure 1-3.

Figure 1-3: QUICK Pilot User Feedback Window



Note: Your user ID and state name are automatically filled by the system.

1.7.3 LOGGING OFF

To log off:

- Follow your state's procedures for logging off of QUICK.
- If you are not provided with log off procedures, then click the close button (☒) in the upper right-hand corner of the browser.

1.8 Understanding QUICK Windows

The windows that display data in QUICK have six elements that appear in every window:

- **Navigation Menu –** Contains navigation links you can click to open the main QUICK windows
- **Print** – Opens a printer-friendly version of the window
- **Help** – Opens Help that contains Frequently Asked Questions and a list of the definitions for the data elements used in QUICK
- **Header –** Contains basic identifying information about the case
- **Label Definition –** Displayed when you point the mouse to a label
- **Confidentiality Notice –** A statement regarding confidential treatment of information.

Figure 1-4 identifies the common elements.

Figure 1-4: QUICK Navigation and Window Structure

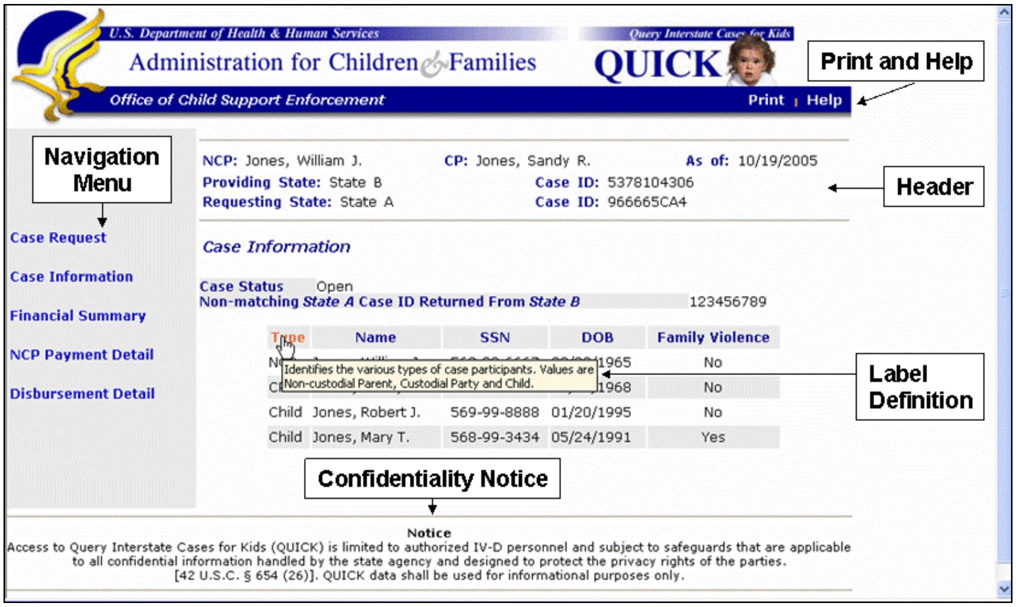


Chart 1-1 describes the elements contained in the navigation menu.

CHART 1-1: NAVIGATION MENU DESCRIPTIONS	
Link	Description
Case Request	Allows you to initiate a search for a case.
Case Information	Allows you to view information about the case, including case IDs and participants.
Financial Summary	Allows you to view summarized information on current obligation, balance to date, last payment, and account balances.
NCP Payment Detail	Allows you to view information on payments received and posted by the providing state.
Disbursement Detail	Allows you to view information on disbursements to the CP and other parties involved in the case.

Chart 1-2 describes the elements contained in the header.

CHART 1-2: HEADER ELEMENT DESCRIPTIONS	
Data Labels	Description
NCP	Non-custodial parent's name. If there are multiple NCPs, the first NCP name submitted by the responding state is listed in the header. The others are listed in the participant information section.
CP	Custodial party's name. If there are multiple CPs, the first CP name submitted by the responding state is listed in the header. The others are listed in the participant information section.
As of	The date the information was extracted from the responding state's source system.
Providing State	The state responding to the request.
Case ID	Case identifier in the responding state.
Requesting State	The state requesting information.
Case ID	Case identifier in the requesting state.

1.8.1 ERROR MESSAGES

Error messages are generated by the QUICK system under certain conditions. For states that are using the OCSE-developed application, Appendix A: Error Messages contains detailed information about the messages, where they appear, the causes, and how to proceed. For states that have developed their own technical application, the error messages and resolutions may differ from those included in this appendix.

1.8.2 TIMING OUT

To ensure security of the displayed data, QUICK times out after 30 minutes of inactivity, except when you are viewing the Welcome window. At 25 minutes, the system issues a warning indicating that a timeout will occur in 5 minutes. Click **OK** to extend your session. If a timeout has occurred, follow instructions in the message to re-enter QUICK.

1.9 Training

Training has been developed for QUICK and is posted on the QUICK National Workplace on the OCSE National Workplace Center. The QUICK User's Guide will be posted on the OCSE Web site at http://www.acf.hhs.gov/programs/cse/newhire/library/quick/quick.htm.

Contact your state's point of contact for QUICK to obtain information on the training materials.

2.0 SEARCHING FOR FINANCIAL INFORMATION IN QUICK WINDOWS

This section provides information on how to obtain financial information from QUICK. The information available includes:

- Case participants
- Current NCP obligation, balance to date, and last payment information
- NCP payment history
- Disbursements to the CP and other parties involved in the case.

2.1 Requesting Information

The Case Request window is used to enter criteria to search for case information in another state. There are two critical pieces of information for a search:

- Your state's case ID
- The other state's case ID for the case.

Both of these case ID's are required for a case request.

2.1.1 CRITERIA FOR CASE IDS

When entering case IDs, there are criteria you need to observe to ensure a successful search. If the case ID you entered does not meet the criteria, you will receive an error message.

The criteria are listed below.

- May contain any alphabetic, numeric, or special character *except* an asterisk (*) or backslash (\)
- May *not* begin with a space
- Alphabetic characters must be upper case
- May *not* contain all zeros
- Maximum of 15 characters.

Furthermore, the case ID must be in the correct format for the state, that is, it must contain leading zeros if zeros are an integral part of the state's case ID.

Note: The correct case ID formats for states are available at:
http://www.acf.hhs.gov/programs/cse/newhire/library/nicr/nicr_caseid.htm.

2.1.2 COMPLETING A REQUEST

The Case Request window, shown in Figure 2-1, is used for entering criteria for a search.

Figure 2-1: Case Request Window

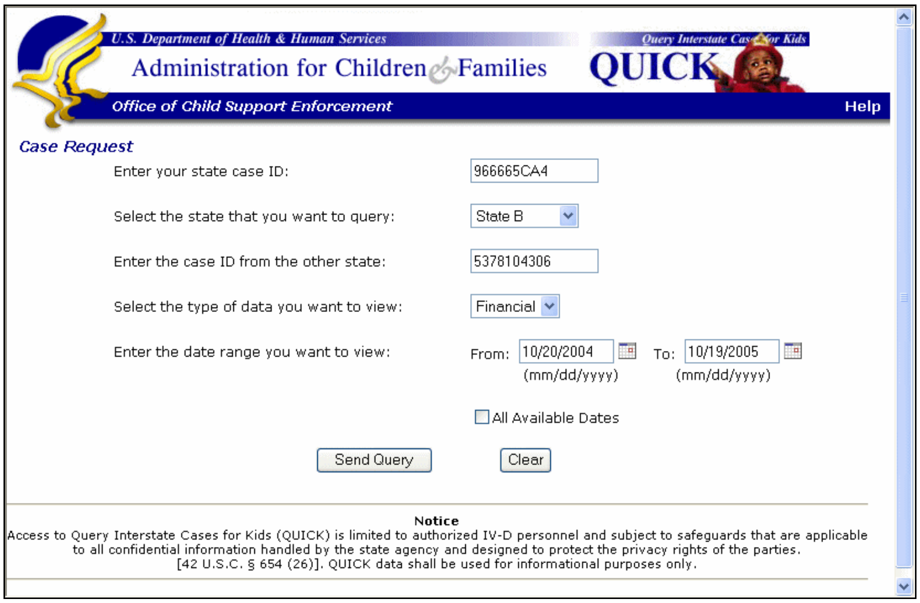


Chart 2-1 describes each of the elements in the window.

CHART 2-1: CASE REQUEST WINDOW DESCRIPTION	
Element	Description
Help	Opens Frequently Asked Questions and a list of data definitions.
Enter your state case ID	Type the case ID for your state.
Select the state that you want to query	Select a state to search.
Enter the case ID from the other state	Type the other state's case ID for the case.
Select the type of data you want to view	Currently, the only data type available is Financial, so no selection is necessary.
Enter the date range you want to view	Accept the default date range of one year, OR type the desired range in the From and To boxes. You may also click the calendar icon and choose the desired date from the calendar OR click the All Available Dates box.
All Available Dates	Click to search for all data available from the providing state. (Pilot participants have agreed to provide at least one year of data.)
Send Query	Click to initiate the search.

CHART 2-1: CASE REQUEST WINDOW DESCRIPTION	
Element	Description
Clear	Click to reset to original default information. The default data consists of "Financial" in the data type box and a one-year date range.

To initiate a search:

1. Type your state's case ID. (Be sure to use the correct format.)
2. Select the state you want to query.
3. Type the other state's case ID. (Be sure to use the correct format.)
4. Accept the default date range (one year).
   Or:
   Type your preferred date range or select it using the calendar (see Section 2.1.3)
   Or:
   Check **All Available Dates**. (This may result in the display of a large amount of data, which could impact response time.)
5. Click **Send Query**. (The Case Information window appears with the response.)

When you return to the Case Request window after conducting a search, your original search criteria will still be available, in case you want to re-verify some of the information. If you want to conduct another search, you can clear the criteria.

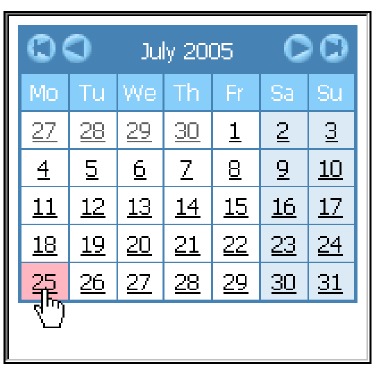
To clear the search criteria:

- Click **Clear** to reset page to its original default.

2.1.3 SELECTING DATES WITH THE CALENDAR

The calendar, shown in Figure 2-2, is a fast and easy way to enter a date range. If there are existing dates in the From and To boxes, the calendar opens with those dates selected. If the From or To boxes are blank, the calendar opens with the current day selected. You can navigate in the calendar to locate the month and year using the arrow buttons.

Figure 2-2: Calendar



To select a date:

1. Click the calendar icon to the right of either the From or the To date box.

2. Select the desired year.
   - Click to move back a year.
   - Click to advance a year.

3. Select the desired month.
   - Click to move back a month.
   - Click to advance a month.

4. Click the desired date for the month and year selected. (The calendar closes and the date is entered in the date box.)

2.2 Viewing Case Information

The Case Information window, shown in Figure 2-3, contains a group of elements providing information related to a case, including the case status and case participants. You can use this window to determine whether the participants in the other state's case match those in your case.

The Family Violence column displays "Yes" if the state has determined that a participant is associated with domestic violence.

Note: Follow your state's protocol for confidentiality if the Family Violence indicator is "Yes." Note also that some states may choose not to display any information if there is family violence in the case.

Figure 2-3: Case Information Window

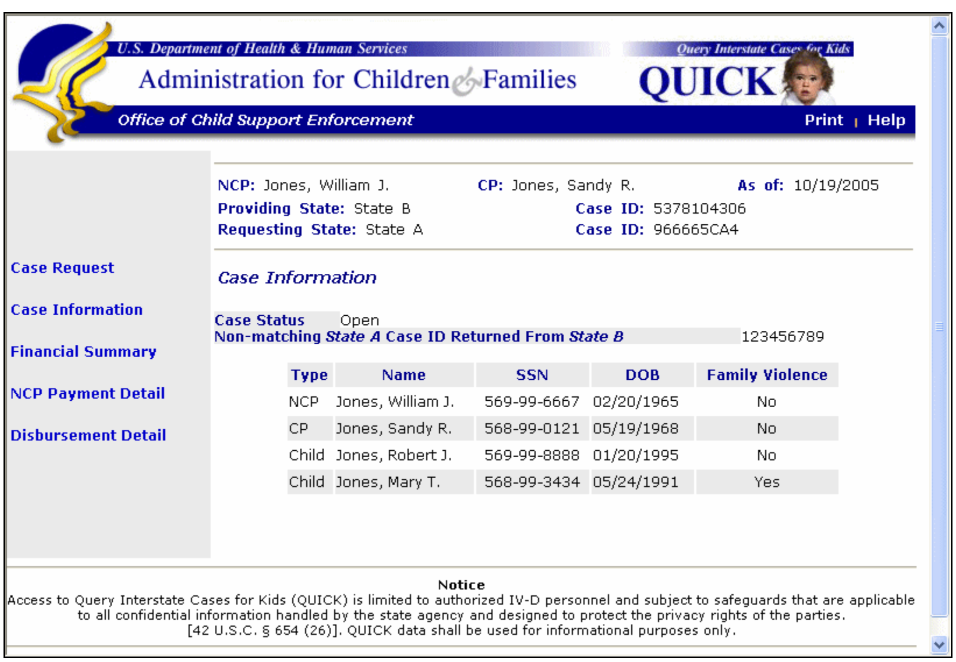


Chart 2-2 describes the case elements that appear in the Case Information window.

CHART 2-2: CASE INFORMATION WINDOW DESCRIPTION	
Element	Description
Case Status	A code that indicates the current status of the case. Possible values are Open or Closed.
Non-matching (*Requesting State's*) Case ID Returned From (*Providing Sate*)	This message will only appear if: 1) the responding state compares the case ID you entered with the one it has on file for your state's case, and 2) the case IDs *do not* match.
Type	The type of case participant: Non-custodial parent (NCP), custodial party (CP), or Child. Note: An organization will be listed under Name when an agency is serving in the role of CP.
Name	The participant's full name.
SSN	The participant's Social Security number.
DOB	The participant's date of birth.
Family Violence	"Yes" indicates that the responding state has reasonable evidence that this person is associated with family violence and that identifying information must be protected.

2.2.1 NEXT STEPS WHEN CASE INFORMATION DOES NOT MATCH

If the NCP, CP, children, and case IDs in the Case Information window match those in your case, you can be confident that you are viewing the correct case and can proceed to examine the financial data returned. On the other hand, if some of the data do not match, you may need to take additional action to verify that you are viewing the correct case. The matrix in Chart 2-3 suggests steps to take when you find mismatching data.

CHART 2-3: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
NCP	CP/Children	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • If the case ID was entered correctly, note any financial information/activity that may have a bearing on your case for further research with the other state. • Use the CSENet CSI transaction to request all information on the case from the other state.

CHART 2-3: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
NCP (Cont)	CP/Children	• Use your state's procedures for requesting an FCR proactive match to identify other cases in which your participants may be involved. If a new case ID is received, and the case ID is in a state participating in QUICK, search QUICK again with the new ID. If the state is not participating in QUICK, initiate a CSENet CSI transaction.
CP/Children	NCP	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • Use the CSENet CSI transaction to request all information on the case from the other state. • Use your state's procedures for requesting an FCR proactive match to identify other cases in which your participants may be involved. If a new case ID is received, and the case ID is in a state participating in QUICK, search QUICK again with the new ID. If the state is not participating in QUICK, initiate a CSENet CSI transaction.
Case IDs	Participants	• Verify that you entered the correct case ID for the other state. If it was not entered correctly, search QUICK again using the correct case ID. • Use the CSENet CSI transaction to request all information on the case from the other state.
Participants	Case ID For Your State Returned by the Other State. (The "Non-Matching Case ID" message appears in the Case Participants window.)	• Consider using the CSENet MSC P GSCAS transaction to communicate your state's correct case ID to the other state, if appropriate in this situation.
NCP/CP and Most Participants	A Participant Listed Is No Longer a Participant in Your Case	• Use a CSI transaction and take the appropriate action based on the CSI results. Consider using the CSENet MSC P GSDEL to request deletion of the participant.
NCP/CP and Most Participants	A Participant Is Missing or Has Been Added to Your Case	• Use the CSENet MSC P GSADD transaction to request the other state to add the participant, if your state was the initiating state for the case.

CHART 2-3: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
NCP/CP and Participants	Case Status Is Open and It Should Be Closed	• Use one of the CSENet MSC P closure transactions to request the other state to close the case.
Note: To obtain information on recent case activity in the other state, you can use the CSENet transaction MSC R GRUPD.		

2.3 Viewing the Financial Summary

The Financial Summary Window, shown in Figure 2-4, displays a group of elements that provide an overview of the current obligation, last payment, and balances owed. (The data is displayed as provided by the providing state.)

Figure 2-4: Financial Summary Window

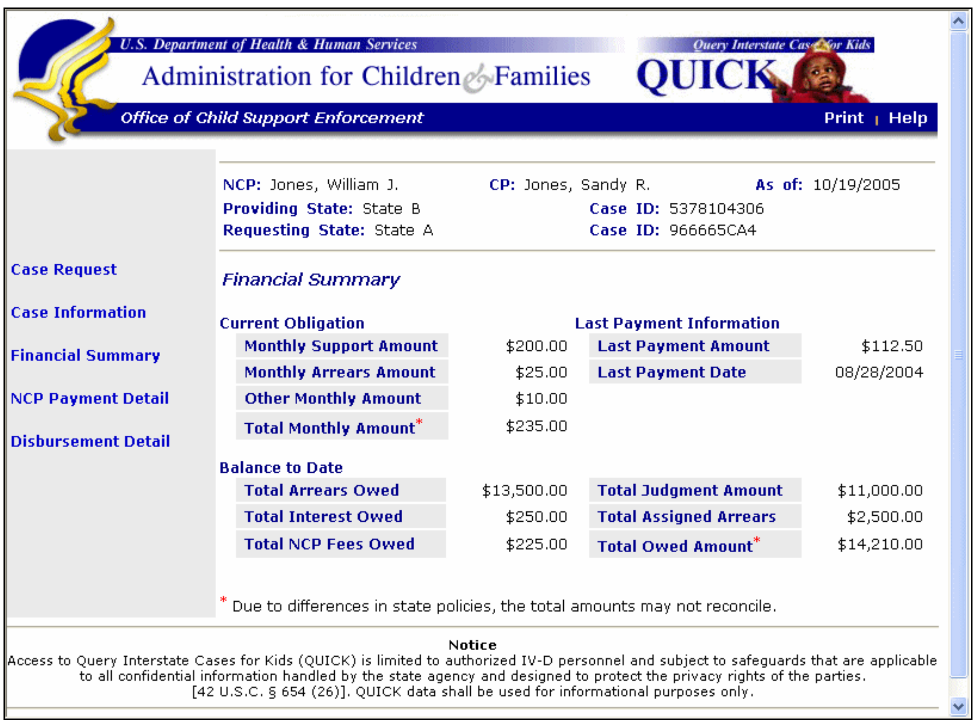


Chart 2-4 describes the financial elements that appear in the Financial Summary window.

CHART 2-4: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Current Obligation	
Monthly Support Amount	The amount of monthly support obligation (including spousal, child, cash medical) not including arrears.
Monthly Arrears Amount	The amount of arrears to be paid monthly.

CHART 2-4: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Other Monthly Amount	The sum of all monthly obligations other than monthly ordered amount for support and monthly arrears, such as fees and interest.
Total Monthly Amount	The total amount of the current monthly obligation required from the obligor. *Total Monthly Amount* is the sum of: • *Monthly Arrears Amount* • *Other Monthly Amount* • *Monthly Support Amount.* Due to differences in state policies, the total amounts may not reconcile.
Last Payment Information	
Last Payment Amount	The last payment amount that was received that satisfies all or a portion of a specific monthly obligation or reduces the total arrears on this case. Indicates the last payment received, even if it precedes the period for which information is being exchanged.
Last Payment Date	The date on which the last payment was received.
Balance to Date	
Total Arrears Owed	The total unpaid support obligation for past periods owed by a parent who is obligated to pay as of the *As of* date. The *Total Arrears Owed* is the sum of all arrears (assigned and non-assigned, judgment and non-judgment) that have accrued on the case. It does not include: • *Total Interest Owed* • *Total NCP Fees Owed, or* • *unmet current support.*
Total Interest Owed	The total amount of unpaid interest as indicated in the *As of* date.
Total NCP Fees Owed	The total of the unpaid fees charged to the NCP (e.g., legal, blood tests, and filing) as of the *As of* date. This does not include fees charged to the NCP.
Total Judgment Amount	The sum of all amounts of arrears recorded to a legal obligation to pay past-due support.

CHART 2-4: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Total Assigned Arrears	The total amount of unpaid arrears assigned for the period of time the custodial party (CP/obligee) received public assistance in the state providing the information as of the *As of* date.
Total Owed Amount	The total amount required from the obligor to make the case account current (paying off all balances and paying the current monthly support obligation amount) as of the *As of* date. This is the sum of: • *Total Arrears Owed* • *Total Interest Owed* • *Total NCP Fees Owed, and* • *unpaid Total Monthly Amount.* Due to differences in state policies, the total amounts may not reconcile.

2.4 Viewing Payment Details

The NCP Payment Detail window contains a group of elements documenting financial transactions for payments applied to a case. It can be used to view the history and sources of payments on a case.

Figure 2-5: NCP Payment Detail Window

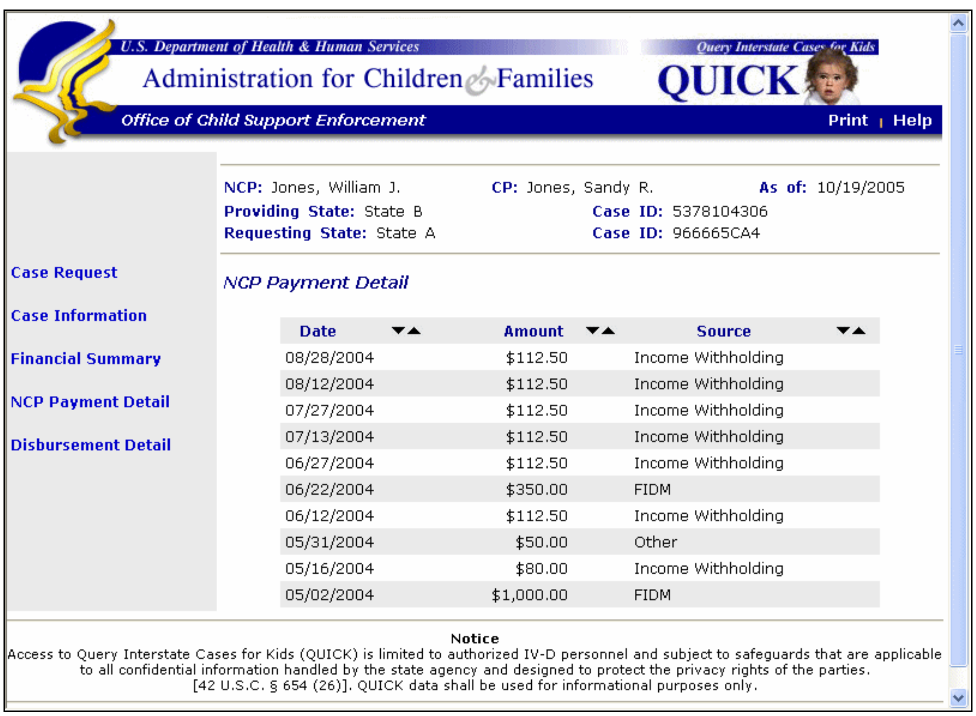


Chart 2-5 describes the payment elements that appear in the NCP Payment Detail window.

CHART 2-5: NCP PAYMENT DETAIL WINDOW DESCRIPTION	
Element	Description
Date	The date that a payment was applied to the case.
▲ ▼	Sorts the data by date in ascending or descending order.
Amount	An amount that satisfies all or a portion of a specific monthly obligation or reduces the total arrears on this case.
▲ ▼	Sorts the data by amount in ascending or descending order.
Source	A code that indicates the origin of the payment. Possible sources include: • IRS Tax Intercept – IRS tax intercept (or Federal tax refund offset or Federal tax offset) • Unemployment – Unemployment benefit insurance intercept • Workers Comp – Workers' compensation benefit intercept • State Tax Intercept – State tax intercept or state tax refund offset • AEI – Administrative Enforcement of Interstate cases • NCP Direct Payment – Received directly from the noncustodial parent • Income Withholding – Noncustodial parent garnishment (or wage assignment or income withholding) • Administrative Offset – Administrative offset • IRS Collection – IRS full collection process • FIDM – Financial Institution Data Match levy • Passport Denial – Passport denial collection • Other
▲ ▼	Sorts the data by source in ascending or descending order.

2.5 Viewing Disbursement Details

The Disbursement Detail window, shown in Figure 2-6, lists the amounts disbursed to recipients in a case.

Figure 2-6: Disbursement Detail Window

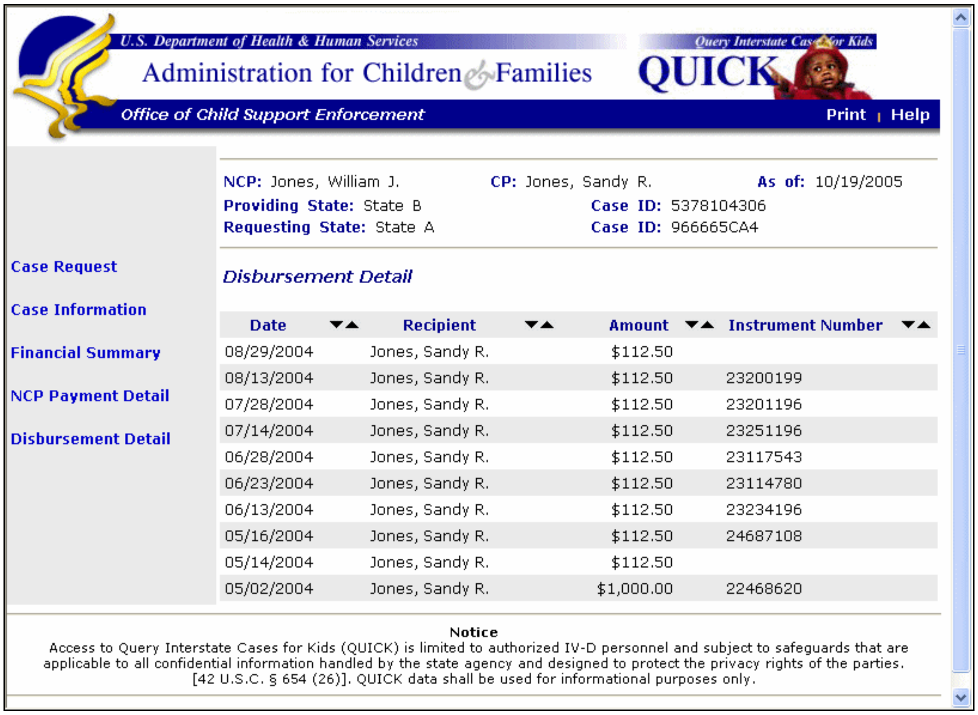


Chart 2-6 describes the disbursement elements that appear in the Disbursement Detail window.

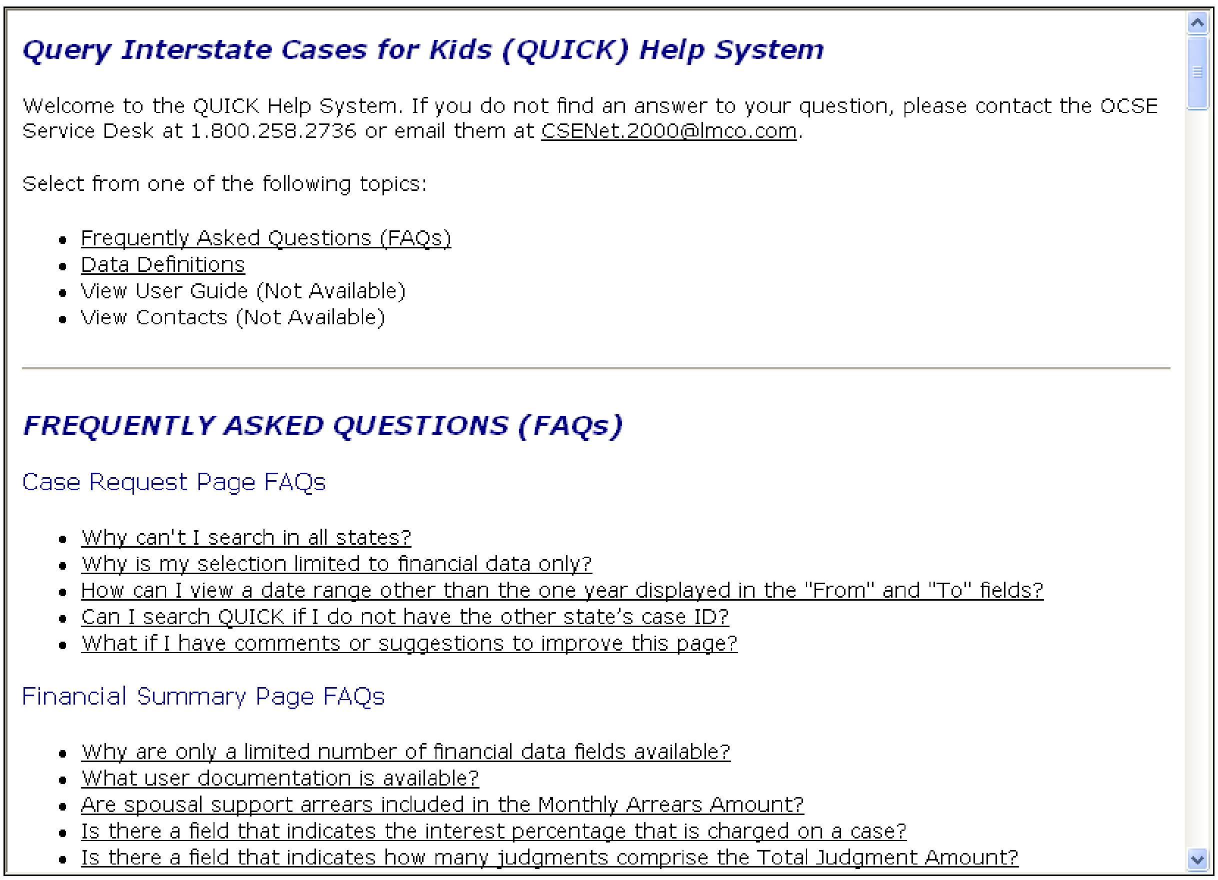
CHART 2-6: DISBURSEMENT DETAIL WINDOW DESCRIPTION	
Element	Description
Date	The date the disbursement was sent to a recipient for a case.
▲ ▼	Sorts the data by date in ascending or descending order.
Recipient	The name of the party (person, organization, or state) to whom the disbursement funds were sent.
▲ ▼	Sorts the data by recipient in ascending or descending order.
Amount	The amount disbursed to a recipient on the disbursement date.
▲ ▼	Sorts the data by amount in ascending or descending order.

CHART 2-6: DISBURSEMENT DETAIL WINDOW DESCRIPTION	
Element	Description
Instrument Number	The identifier of the financial instrument used to issue the disbursement, such as the check number or the bank trace number.
▲ ▼	Sorts the data by instrument number in ascending or descending order.

2.6 Help Window

The Help button opens a window, shown in Figure 2-7, containing links to Frequently Asked Questions (FAQs) and data definitions of the financial data elements. In the future, consideration will be given to providing links to open the *QUICK User's Guide* and a list of QUICK contacts in participating states.

Figure 2-7: Help Window



A. ERROR MESSAGES

Chart A-1 describes the errors, the window in which they may occur, the causes, and how to proceed.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Your state Case ID is required.	Case Request	You did not enter your state's case ID.	Enter your state's case ID.
Your state Case ID is invalid.	Case Request	The case ID you entered did not conform to the case ID format criteria.	Modify your entry to conform to the required format. (See Section 2.1.1.)
A Case ID from the other state is required.	Case Request	You did not enter the other state's case ID.	Enter the other state's case ID.
The other state's Case ID is invalid.	Case Request	The case ID you entered did not conform to the case ID format criteria.	Modify your entry to conform to the required format. (See Section 2.1.1.)
State you want to query is required.	Case Request	You did not select a state.	Select a state.
The From date should be on or before the To date.	Case Request	The date entered in the From field is later than the one in the To field.	Enter a From date that is earlier than the one in the To field.
The From Date is not a valid date.	Case Request	The date is not in the proper format.	Enter a valid date in mm/dd/yyyy format.
The To Date is not a valid date.	Case Request	The date is not in the proper format.	Enter a valid date in mm/dd/yyyy format.

CHART A-1: ERROR MESSAGES			
Message	**Window**	**Cause**	**Remedy**
Internal System Error – Sorry, you requested a page that does not exist or an internal problem caused this error.	After clicking **Send Query** in the Case Request window	An internal system error occurred.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com.
Requestor State Error – Sorry, there was an error from the requesting state.	After clicking **Send Query** in the Case Request window	An error occurred creating your outbound request.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com.
Providing State Error – Sorry, there was an error from the providing state.	After clicking **Send Query** in the Case Request window	An error occurred with the response to your request.	Try again later or contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com.
No Data Found.	Any page displaying data from the responding state	Displayed at the bottom of the window under the following conditions: 1. No case is found to match the case ID you searched for (NCP and CP elements in the header will be blank). 2. The state did not or could not provide the requested data (NCP and CP elements in the header will be filled).	1. Verify that you entered the correct ID. 2. Use other means to obtain the information.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
No Data Found. (cont)		3. There is no financial information available for the time period specified (NCP and CP elements in the header will be filled).	3. Return to the Case Request window and click All Available Dates.
Please Wait…..	After clicking **Send Query** in the Case Request window or after clicking **Print**	The system is processing your request for data or for a printer-friendly version of a window.	Wait until processing is completed.
Session Timed Out	All windows except for the Welcome window	You have taken no action in QUICK for 30 minutes.	Follow directions on the message to re-enter QUICK. If the problem persists, contact the OCSE Service Desk at 1.800.258.2736 or e-mail csenet.2000@lmco.com.